



COUNTY OF LOS ANGELES  
CHIEF INFORMATION OFFICE

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To: Each Supervisor

From: Jon Fullinwider  
Chief Information Officer

James Noyes, Director  
Department of Public Works

Subject: **STATUS REPORT ON THE COUNTYWIDE ELECTRONIC  
DEVELOPMENT AND PERMIT TRACKING SYSTEM (eDAPTS)**

This is an update on the status of the Countywide electronic Development and Permit Tracking System (eDAPTS) project. In June 2002, your Board approved an agreement between the Department of Public Works and Accela, Inc. (Vendor) in the amount of \$4,021,865 including a \$1,491,686 contingency for software licenses and professional services to implement the eDAPTS system at Public Works and nine-year maintenance services.

Later, in April 2003, your Board authorized the use of \$3,600,000 of Information Technology Funds for software licenses and professional services to expand the eDAPTS implementation to three other departments: Regional Planning, Health Services' Office of Environmental Health, and Fire. This expansion integrates the four major departments involved with permits and utilizes the enterprise capabilities of the Accela software application to consolidate the permit and inspection functions in the County. Public Works manages the base eDAPTS project, and the Chief Information Office is managing the expansion project.

In April 2003, we notified your Board that the inclusion of the three additional departments would result in a delay for Public Works to go live, as it was important to coordinate the three department's work flows and functionality links with Public Works' portion of eDAPTS. The original implementation dates for Public Works were pushed back up to five months to accommodate the inclusion of the expansion departments.

Public Works is now in production with the first two modules, Land (parcel information) and Request for Service (code enforcement and property rehabilitation). The remaining modules, Permits, Inspections, and E-Business (on-line public access) have experienced additional scheduling delays. These delays are primarily a result of the Vendor miscalculating the quantity of work and time needed to bring up a large municipality such as Los Angeles. Although the Vendor has implemented over 400 jurisdictions, it misjudged the length of time and volume of work needed to bring up a jurisdiction as large as Los Angeles County. We have made it clear to Accela executives that we do not expect to incur any additional costs as a result of their estimating errors and that the entire project as contracted for will be delivered at no extra cost to the County and generally within the timelines we expect. They have agreed.

The application works well and provides the functionality that the County needs for an enterprise land development, permit, and inspection system. Although there are no technical problems with the application, it is clear that the original implementation schedule was too ambitious. The Vendor has recognized that it underestimated the number of staff needed and the amount of work for an organization of this size. The Vendor has subsequently provided additional qualified staff for Public Works and has committed that the Permits, Inspections, and E-Business modules will go-live by June 18, 2004.

The project is a fixed price deliverable contract. The Vendor has been paid only for those deliverables that have been accepted by the County. Future payments will only be authorized as the County accepted the delivery of additional modules.

The following is a summary of Public Works implementation schedules.

#### Public Works Implementation Schedules

Module	Original Go-Live Date	Revised Date Due To Inclusion of Expansion Departments	Future Forecast Go-Live Date
Land	3/3/03	4/28/03	4/28/03
Request For Service	5/5/03	9/15/03	11/17/03
Permits	6/2/03	11/3/03	By 6/18/04
Inspections	7/1/03	12/1/03	By 6/18/04
E-Business	12/16/03	5/3/04	By 6/18/04

While the change in the go-live dates for Public Works has not affected the rollout schedule for Regional Planning, Office of Environmental Health, or Fire, Regional Planning has asked for a six-week delay to better document their department's work flows. The expansion departments above are scheduled to go live as follows:

Expansion Departments Implementation Schedule

Expansion Department	RFS, Permits and Inspections	Online Public Access
Regional Planning	5/04 (revised to 6/04)	8/04
Office of Environmental Health	8/04	10/04
Fire	12/04	2/05

We will continue to monitor this project and provide periodic updates to your Board.

If you have any questions, please contact Howard Baker, Expansion Project Director, at (213) 974-1772, or Barbara Cangas, Public Works Project Director, at (626) 458-3172.

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